

OFFICE OF THE SECRETARY OF DEFENSE
REQUEST FOR NOMINATION AND POSITION DESCRIPTION OF MILITARY PERSONNEL (See DoD Directive 1315.7)

1. ORGANIZATION TRICARE Management Activity Communication and Customer Service Falls Church, VA		2. REQUESTED ACTION <input checked="" type="checkbox"/> REQUEST REPLACEMENT <input type="checkbox"/> UPDATE DUTY INFORMATION		3. DATE 11 JUL 02	
5. REPLY NOT LATER THAN 01 September 2002		7. AUTHORIZED GRADE E 8		4. REQUISITION NUMBER	
6. REQUESTED REPORTING DATE 01 October 2002		8. REQUESTED GRADE E7/E8		9. OCCUPATIONAL CODE ARMY AIR FORCE NAVY HM MARINE CORPS	
10. SPECIAL POSITION REQUIREMENTS (See instructions) <input type="checkbox"/> SI CLEARANCE <input type="checkbox"/> SF 450		11. SECURITY DESIGNATION <input type="checkbox"/> NON-SENSITIVE <input checked="" type="checkbox"/> NON-CRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE		12. AERONAUTICAL EXPERIENCE	
14. POSITION TITLE TRICARE OMBUDSMAN		15. TITLE OF IMMEDIATE SUPERVISOR Director, Customer Service and Beneficiary Education		13. LOCATION (If not D.C.) Falls Church, VA	
17. EDUCATION a. ACADEMIC DEGREE b. PROF MILITARY SCHOOLS		MAND/DES <input type="checkbox"/> <input checked="" type="checkbox"/> a. <input type="checkbox"/> <input checked="" type="checkbox"/> b.		16. INCUMBENT a. NAME VACANT b. SSN c. ROTATION DATE	
18. SUMMARY OF DUTIES The Ombudsman will be responsible for coordinating with Regional Lead Agent Senior Enlisted staff on TMA policies and issues. The candidate must possess excellent communication skills, as he/she will conduct monthly briefings to Senior Enlisted Service Academies on TRICARE programs. The Ombudsman will instruct line community on all aspects of healthcare policy. The nominee will perform contractor and organizational site visits on a regular basis. The Ombudsman must have extensive knowledge on the various programs within TMA, as he/she will be required to interface with external beneficiary Organizations on TMA policies and programs. The Ombudsman must be diligent in his/her quest to identify trends affecting the delivery and education of healthcare policies. The Ombudsman must provide resource analysis on beneficiary questions and problems within TRICARE.					
19. EXPERIENCE AND SPECIAL TRAINING E-8 Medic/HM Significant knowledge of the TRICARE program Present a sharp and professional appearance Operational experience within last 5 years Proficient in verbal/written communications skills Knowledgeable in Courtesies/Protocol across Service lines Experienced in preparing/performing briefings to large groups Able to work independently Self Motivator Articulate					
20. REMARKS (Nominations to be submitted in accordance with DoD Directive 1315.7 to: Chief, Military Personnel Division, Director of Administration and Management, The Pentagon, Washington, D.C. 20301)					

For more information or to set up an interview, Contact Ms. Marcia Bonifas. She can be reached at (703) 681-1770 or Marcia.Bonifas@tma.osd.mil.